Emergency and Customer Communications

"Always Ready, Proud to Serve"

October 21, 2021

Looking ahead…

- Who we are
- Two primary divisions
  - Emergency
  - Customer
- Virtual Tour
- Let's engage

Awesome Facts

Became CALEA Accredited in April 2018 – 1 of less than 50 standalone centers in VA with the distinction. Just completed 1st virtual reaccreditation on 10/18 and 10/19.

Received a Public Safety and Emergency Management, Community Resiliency of the Year Award in September 2020.

Director Gordon became one of 21 Commissioners for CALEA in September 2020.

WE LOVE COMMUNITY ENGAGEMENT!

WE PRIDE OURSELVES ON BEING READY AND SERVING THE PUBLIC!

Emergency Communications - 911

Primary Public Safety Answering Point (PSAP) for the City of Alexandria

- Answer all 9-1-1 calls
- Answer all non-emergency calls for Police, Fire/EMS, Parking Enforcement and Animal Control (703.746.4444)

Dispatch Police, Fire/EMS, Sheriff's personnel and Animal Control

- Available 24/7 – 365

Non-sworn team

Emergency Communications - 911

What to Provide During a Call for Service

- Location, Location, Location!!

- Signs, Landmarks, Cross Streets

- Name

- Phone Number

- Problem

- Injuries

- Scene Safety

BE PREPARED FOR US TO ASK QUESTIONS

In most cases, it does not slow the needed response

Customer Communications - 311

Alex311 is the City of Alexandria's customer service platform that connects customers to more than 175 City services in a variety of convenient ways.

- Alex311 online; Mobile app (Apple and Google); Social Media (Facebook and Twitter) @AlexandriaVA311; and Phone (Contact Center)
- Contact Center – Answer all city service-related calls and manages the 311 social media accounts

Monday – Friday 7 a.m. – 7 p.m.

Saturday 8 a.m. – Noon

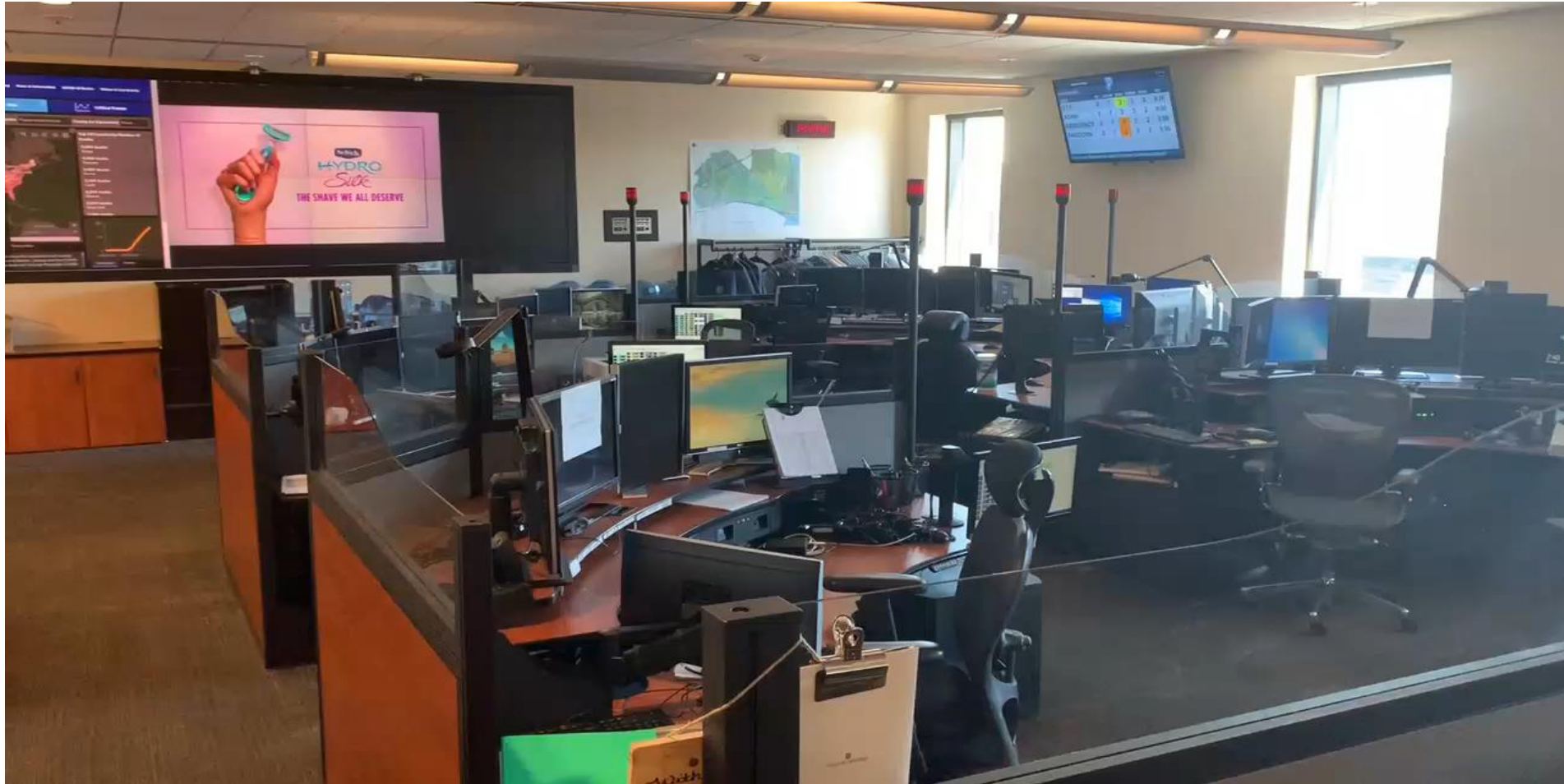**The goal is to meet customers where they are most comfortable!**
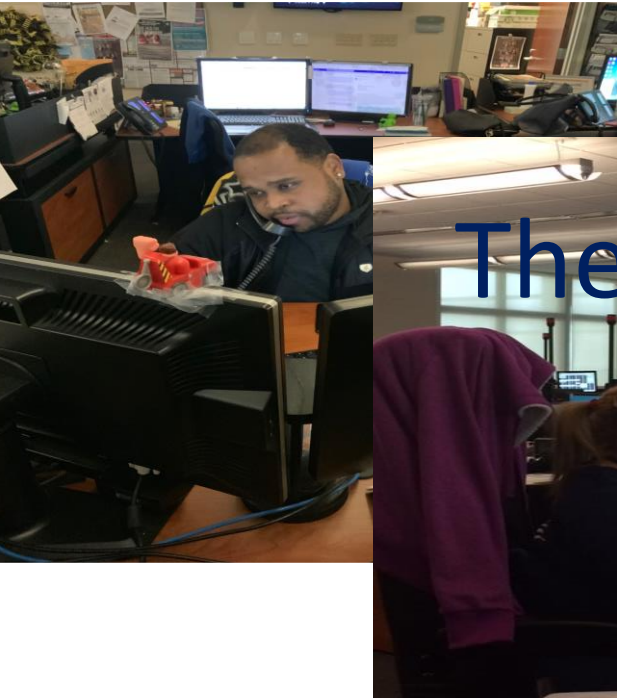
Customer Communications - 311

- ✓ Copy of service request
- ✓ Email confirming opened case (If valid email provided)
- ✓ Case updates as it moves through resolution process
- ✓ Other external notes recorded
- ✓ Survey upon case closure

Feedback is important and how we improve!

Virtual Tour

The Department of Emergency and Customer Communications

Let's Engage!